

## ABSTRACT OF THE DISCLOSURE

A method for remotely communicating with a Broadband modem is provided. Once a communication error is detected on a Broadband modem, a Plain Old Telephone System (POTS) connection is established between the Broadband modem and a remote server. Communication then occurs with the remote server via the

5 POTS connection using Dual-Tone Multi-Frequency (DTMF) tones. The communication preferably comprises transmitting information associated with the communication error to the remote server via the POTS connection using DTMF tones and receiving a diagnosis from the remote server via the POTS connection in DTMF tones. A system for remotely diagnosing a Broadband modem as well as a

10 Broadband modem is also provided. (108 words)

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